

Keith Boyd

SUMMARY

Insightful, results-driven IT professional with notable success directing and delivering a broad range of corporate technology initiatives. Hands-on experience leading all stages of system development efforts including; requirements definition, design, architecture, testing, and support. Outstanding project and team leader; able to coordinate and direct all phases of project-based efforts. Work well independently, or in a group setting. Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities.

SKILLS

- » Network Servers & Server OS, Networking Hardware & Software - wireless, switches, routers, security, & management. Video conferencing & AV – endpoints, infrastructure, management. PCs & PC OS – A+ certified, expert with tablets & smartphones.
- » Microsoft OS – Windows XP, Vista, Windows 7, Windows 8.1, Active Directory, Server 2008 R2, Microsoft applications such as Office, Android, iOS, Mac OSX, VMWare Fusion Pro, ESXi 5.1, & Hyper-V.
- » Cisco switches & routers, Cisco wireless, Cisco TelePresence, Polycom, LifeSize, and Vidyo - video conferencing expert.

PROFESSIONAL EXPERIENCE

XEROX AUDIO VISUAL SOLUTIONS

Birmingham, AL

2011 - Present

VTC Installation, Consulting, & Design Engineer

- » Consult with customers to provide design, integration, and implementation services for complex video teleconferencing systems based on ISDN, IP, SIP, and H.323.
- » Provide firewall traversal integration, network integration - VLAN, QoS, bandwidth assessment, security, management, and PC based video conferencing – Windows 7 Professional, Mac OSX, Exchange Scheduling Integration.
- » Provide installation, configuration, and support for all equipment and software including physical hardware as well as VMware and Hyper-V environments.
- » Cisco TelePresence Field Engineer certified, LifeSize Technical Expert, Polycom Ace.
- » Cisco TelePresence, Polycom, and LifeSize video conferencing infrastructure and endpoints.

TECHNICAL INNOVATION

Birmingham, AL

2009 - 2010

VTC Installation, Consulting, & Design Engineer

- » Consulted with customers to provide design, integration, and implementation for complex video teleconferencing systems based on ISDN, IP, SIP, and H.323.
- » Provided installation, configuration, and support for all equipment and software.
- » Cisco (TANDBERG), Polycom, Vidyo infrastructure, endpoints, and management.

JEFFERSON COUNTY COMMISSION

Birmingham, AL

2002 - 2009

Network Administrator

- » Provided Level II support, installation, and configuration for the networking infrastructure including; Cisco switches, routers, security – Firewall & VPN, Cisco LWAPP wireless.
- » Designed and installed wireless countywide including indoor and several site-to-site wireless WAN installations. Designed 802.1x infrastructure for wireless authentication.
- » Designed and deployed a video conferencing network including over 40 endpoints, infrastructure, and management. Deployed the jail video visitation system.

MARCONI COMMUNICATIONS

Birmingham, AL

1999 - 2001

Pre-Sales Systems Engineer

- » Provided technical and sales support for large enterprise customer accounts.
- » FORE Systems ASX ATM switches – LANE, PNNI, MPOA; Marconi ESR5000/6000 Gigabit routing switches; Marconi Spherically ATM/Ethernet VoIP PBX; Marconi Ethernet products.



LUCENT TECHNOLOGIES

Pre-Sales Systems Engineer

Birmingham, AL
1996 - 1999

- » Provided technical and sales support for large enterprise customer accounts.
- » Bay Networks (Nortel) routers, switches, and ATM products; Lucent gigabit routing switches and Ethernet products; Lucent data networking product portfolio.

CHIPCOM CORPORATION

Pre-Sales Systems Engineer

Birmingham, AL
1994 - 1996

- » Provided technical and sales support for large enterprise customer accounts.
- » Chipcom hubs and switches – Ethernet, Token Ring, ATM, and FDDI; Chipcom NMS (HP OpenView).

ST. VINCENT'S HOSPITAL

Network Administrator

Birmingham, AL
1992 - 1994

- » Managed the PC and Network Support team. Provided installation and end user support, defined major projects, participated in the budget process.
- » Assigned PC and Network Support personnel to projects, conducted weekly staff meetings. Conducted performance reviews.
- » Designed and implemented the first fiber optic network backbone for the hospital utilizing Ethernet switches and an FDDI backbone.
- » Cabletron and 3Com switches, hubs, and routers; Novell Netware; Windows NT 3.51; Netware for SSA.

JEFFERSON COUNTY HEALTH DEPARTMENT

Network Administrator

Birmingham, AL
1988 - 1992

- » Managed the PC Support team and provided end-user support.
- » Designed and taught end user PC training classes.
- » Developed computer programs utilizing COBOL, dBase, and FoxPro.

MARVIN'S HARDWARE

Computer Programmer

Birmingham, AL
1983 - 1988

- » Computer programming and end user support.
- » RPGII and Datapoint Databus Datashare; Convergence Technologies Unix Mini Computers; Datapoint Mini Computers.

MEDICAL BILLINGS INC.

Computer Programmer

Birmingham, AL
1981 - 1983

- » Computer programming and end user customer support

EDUCATION AND TRAINING

HERZING INSTITUTE OF TECHNOLOGY

Certificate in Computer Science

Birmingham, AL
1981

COMPTIA

A+ Certification

2014

Network+ Certification

2002

MICROSOFT TRAINING

Configuring Windows 7

2014

Implementing Microsoft Windows 2000 Professional and Server

2002

Implementing and Administering Microsoft Windows 2000 Directory Services

2002

Designing a Secure Microsoft 2000 Network

2002



CISCO

Cisco CCNA (will recertify in 2014)	2002
Cisco Wireless & Site Survey course	2007

VIDEO CONFERENCING

Vidyo Certified	2009
Polycom RMX 2000/4000 Technical Maintenance, Integration, and Operations	2010
Cisco Certified ATP TelePresence Field Engineer for Video Conferencing	2011
Polycom RealPresence Infrastructure Solution Technical	2013
Polycom RealPresence Platform Technical	2013
Polycom RealPresence Solutions Technical	2013
Polycom RealPresence Platform: Proof of Concept Design & Deployment	2013
Polycom ACE	2013

VOIP

Nortel CS1000 5.5 Administration and Management	2009
Nortel CS1000 Dial Plan Design and IP Peering	2009

